



Civility & Respect for the local council sector

- IS top of the
agenda

Definition of civility & respect

Civility means politeness and courtesy in behaviour, speech, and in the written word.

Examples of ways in which you can show respect are by listening and paying attention to others, having consideration for other people's feelings, following protocols and rules, showing appreciation and thanks, and being kind.



**Civility &
Respect**

For more information about how
to get involved, visit:
www.nalc.gov.uk or www.slcc.co.uk

Civility & Respect Pledge

To treat other councillors, clerks, all employees, members of the public, representatives of partner organisations and volunteers with civility and respect in their roles.



How will this culture change be achieved?

- ✓ **Council signs up** to Civility & Respect Pledge
- ✓ **Undertake recommended training** for clerks, councillors and chairpersons
- ✓ Good **employment practices**
- ✓ Good **governance**
- ✓ Continued **lobbying for change** in legislation (including sanctions)
- ✓ **Dignity at work** policy
- ✓ **Seek professional help** at early stages of problem
- ✓ Learning from **best practice**
- ✓ Being a **role model**/champion council (Local Council Award Scheme)
- ✓ **Calling out bullying and harassment** when it happens



Take the
pledge

The Civility and Respect Project is an ongoing and evolving project committed to improving standards for all involved in local councils.